

Section 4

Organizations’ Emergency Contact Names & Numbers



ABOUT THE AMERICAN RED CROSS:

Extracted from the American Red Cross Disaster Services web site:

The mission of the American Red Cross Disaster Services is to ensure nationwide disaster planning, preparedness, community disaster education, mitigation, and response that will provide the American people with quality services delivered in a uniform, consistent, and responsive manner.

The American Red Cross responds to disasters such as hurricanes, floods, earthquakes, and fires, or other situations that cause human suffering or create human needs that those affected cannot alleviate without assistance. It is an independent, humanitarian, voluntary organization, not a government agency.

All Red Cross assistance is given free of charge, made possible by the generous contribution of people's time, money, and skills.

CONTACTING YOUR LOCAL AMERICAN RED CROSS:

There are a few different ways of finding your local Red Cross Chapter:

If you have access to the Internet, you can check their web site

www.redcross.org

On the left hand side of the screen is a place to type in your zip code and click on FIND button

... *or* ...

You can browse through a list of local American Red Cross websites by clicking on link shown below zip code box on above web site

... *or* ...

Check your local telephone book in the white pages under BUSINESS LISTINGS for the American Red Cross!

Write in your local office here for future reference:

Local American Red Cross Address is:

Telephone #: _____

ABOUT THE FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA):

Extracted from FEMA's web site as of June 2003:

On March 3, 2003 Federal Emergency Management Agency was transitioned into the U.S.'s Department of Homeland Security. (*also see APPENDIX A*)

FEMA's mission: to reduce loss of life and property and protect the nation's critical infrastructure from all types of hazards through a comprehensive, risk-based, emergency management program of mitigation, preparedness, response and recovery.

FEMA REGIONAL OFFICES

FEMA Region I
(serving CT, MA, ME, NH, RI, VT)
442 J.W. McCormack POCH
Boston, MA 02109-4595
(617) 223-9540 FAX 617 223-9519
www.fema.gov/regions/i

FEMA Region II
(serving NJ, NY, PR, VI)
Suite 1307
26 Federal Plaza
New York, NY 10278-0001
(212) 680-3600 FAX 212 680-3681
www.fema.gov/regions/ii

FEMA Region III
(serving DC, DE, MD, PA, VA, WV)
One Independence Mall
615 Chestnut Street, 6th Floor
Philadelphia, PA 19106-4404
(215) 931-5608 FAX 215 931-5621
www.fema.gov/regions/iii

FEMA Region IV
(serving AL, FL, GA, KY, MS, NC, SC, TN)
3003 Chamblee Tucker Road
Atlanta, GA 30341
(770) 220-5200 FAX 770 220-5230
www.fema.gov/regions/iv

FEMA Region V
(serving IL, IN, MI, MN, OH, WI)
536 South Clark St., 6th Floor
Chicago, IL 60605
(312) 408-5500 FAX 312 408-5234
www.fema.gov/regions/v

FEMA Region VI
(serving AR, LA, NM, OK, TX)
Federal Regional Center
800 North Loop 288
Denton, TX 76209-3698
(940) 898-5399 FAX 940 898-5325
www.fema.gov/regions/vi

FEMA Region VII
(serving IA, KS, MO, NE)
2323 Grand Boulevard, Suite 900
Kansas City, MO 64108-2670
(816) 283-7061 FAX 816 283-7582
www.fema.gov/regions/vii

FEMA Region VIII
(serving CO, MT, ND, SD, UT, WY)
Denver Federal Center
Building 710, Box 25267
Denver, CO 80225-0267
(303) 235-4800 FAX 303 235-4976
www.fema.gov/regions/viii

FEMA Region IX
(serving AZ, CA, HI, NV, TERRITORIES [i.e. AMERICAN SAMOA, GUAM, etc.])
1111 Broadway, Suite 1200
Oakland, CA 94607
(510) 627-7100 FAX 510 627-7112
www.fema.gov/regions/ix

FEMA Region X
(serving AK, ID, OR, WA)
Federal Regional Center
130 228th St., SW
Bothell, WA 98021-9796
(425) 487-4600 FAX 425 487-4622
www.fema.gov/regions/x

FEMA FOR KIDS:

FEMA has a fun web site for kids to learn about disasters, so if you have access to the Internet, check out their information and games for kids of all ages at www.fema.gov/kids (and see pages 224-225 - more sites for kids!)

FEMA PARTNERS:

Emergency management is not the result of one government agency alone. FEMA works with many government, non-profit and private sector agencies to assist the public in preparing for, responding to, and recovering from a disaster. Together, these players make up the emergency response “team.”

- Local Emergency Management Agencies
- State & Territory Emergency Management Offices
- National Emergency Management Organizations
- Federal-level Partners
- Partnerships with the Private Sector

In addition to these partners, FEMA’s Global Emergency Management System (GEMS) provides access to a wide variety of emergency management and disaster related web sites. Please visit FEMA’s GEMS Links page at www.fema.gov/gems for a complete listing of partners.

DETAILED INFORMATION ABOUT FEMA PARTNERS:

• LOCAL EMERGENCY MANAGEMENT AGENCIES

Even the largest, most widespread disasters require a local response. So local emergency management programs are the heart of the nation’s emergency management system. FEMA supports them by offering training courses for emergency managers and firefighters, with funding for emergency planning and equipment, by conducting exercises for localities to practice their response, and by promoting ways to minimize disasters’ effects. FEMA also builds partnerships with mayors, county boards, Tribal governments and other officials who share responsibility for emergency management.

Visit your City or County web site to see if they have a web link to your local Emergency Management, Emergency Services or Homeland Security Office or check the Blue Government pages in your city or county phone book.

• STATE & TERRITORY EMERGENCY MANAGEMENT AGENCIES

Just like local EMAs above, every state emergency management agency is an integral part of the emergency management system. State and Territory offices coordinate federal, state, and local resources for mitigation, preparedness, response and recovery operations for citizens with support from FEMA and it’s partners. *The next 4 pages list all State and U.S. Territory Emergency Management offices and agencies in alphabetical order.*

STATE & TERRITORY EMERGENCY MANAGEMENT OFFICES

Alabama Emergency Management Agency
P. O. Drawer 2160
Clanton, AL 35046-2160
(205) 280-2200 FAX 205 280-2495
www.ema.alabama.gov

Alaska Division of Emergency Services
P. O. Box 5750
Fort Richardson, AK 99505-5750
(907) 428-7000 FAX 907 428-7009
www.ak-prepared.com

American Samoa Territorial Emergency
Management Coordination (TEMCO)
American Samoa Government
P. O. Box 1086
Pago Pago, American Samoa 96799
011 (684) 699-6415 FAX 011 684 699-6414

Arizona Div of Emergency Management
5636 East McDowell Road
Phoenix, AZ 85008
(602) 244-0504 FAX 602 231-6206
www.dem.state.az.us

Arkansas Dept of Emergency Management
P. O. Box 758
Conway, AR 72033
(501) 730-9750 FAX 501 730-9754
www.adem.state.ar.us

California Governor's Office of Emergency
Services
P. O. Box 419047
Rancho Cordova, CA 95741-9047
(916) 845-8500 FAX 916 845-8444
www.oes.ca.gov

Colorado Office of Emergency Management
Division of Local Government
Department of Local Affairs
15075 South Golden Road
Golden, CO 80401-3979
(303) 273-1622 FAX 303 273-1795
www.dola.state.co.us/oem/oemindex.htm

Connecticut Ofc of Emergency Management
Military Department
360 Broad Street
Hartford, CT 06105
(860) 566-3180 FAX 860 247-0664
www.ct.gov/oem

Delaware Emergency Management Agency
165 Brick Store Landing Road
Smyrna, DE 19977
(302) 659-3362 FAX 302 659-6855
www.state.de.us/dema

District of Columbia Emergency
Management Agency
2000 14th Street, NW, 8th Floor
Washington, DC 20009
(202) 727-6161 FAX 202 673-2290
<http://dcema.dc.gov>

Florida Division of Emergency Management
2555 Shumard Oak Blvd.
Tallahassee, FL 32399
(850) 413-9900 FAX 850 488-1016
www.floridadisaster.org

Georgia Emergency Management Agency
P. O. Box 18055
Atlanta, GA 30316-0055
(404) 635-7000 FAX 404 635-7205
www.state.ga.us/GEMA

Guam Office of Civil Defense
P. O. Box 2877
Hagatna, Guam 96932
011 (671) 475-9600 FAX 011 671 477-3727
<http://ns.gov.gu>

Hawaii State Civil Defense
3949 Diamond Head Road
Honolulu, HI 96816-4495
(808) 733-4300 FAX 808 733-4287
www.scd.state.hi.us

Idaho Bureau of Disaster Services
Building 600
4040 Guard Street
Boise, ID 83705-5004
(208) 334-3460 FAX 208 334-2322
www.state.id.us/bds

Illinois Emergency Management Agency
110 East Adams Street
Springfield, IL 62701
(217) 782-7860 FAX 217 782-2589
www.state.il.us/iema

Indiana Emergency Management Agency
Indiana Government Center South
Room E-208
302 W. Washington Street
Indianapolis, IN 46204
(317) 232-3980 FAX 317 232-3895
www.in.gov/sema

Iowa Emergency Management Division
Department of Public Defense
Hoover State Office Building, Level A
Des Moines, IA 50319
(515) 281-3231 FAX 515 281-7539
www.state.ia.us/government/dpd/emd

Kansas Division of Emergency Management
2800 S.W. Topeka Boulevard
Topeka, KS 66611-1287
(785) 274-1409 FAX 785 274-1426
www.accesskansas.org/kdem

Kentucky Emergency Management
EOC Building
100 Minuteman Parkway
Frankfort, KY 40601-6168
(502) 607-1682 FAX 502 607-1614
<http://kyem.dma.state.ky.us>

Louisiana Office of Emergency Preparedness
7667 Independence Boulevard
Baton Rouge, LA 70804
(225) 925-7500 FAX 225 925-7501
www.loep.state.la.us

Maine Emergency Management Agency
State Office Building, Station 72
Augusta, ME 04333
(207) 626-4503 FAX 207 626-4499
www.state.me.us/mema

Commonwealth of the Northern **Mariana Islands** Emergency Management Office
Office of the Governor
P. O. Box 10007
Saipan, Mariana Islands 96950
(670) 322-9529 FAX 670 322-9500
www.cnmiemo.org

National Disaster Management Office
Office of the Chief Secretary
P. O. Box 15
Majuro, Republic of **Marshall Islands** 96960
011 (692) 625-5181 FAX 011 692 625-6896

Maryland Emergency Management Agency
Camp Fretterd Military Reservation
5401 Rue Saint Lo Drive
Reistertown, MD 21136
(410) 517-3600 FAX 410 517-3610
Tollfree 1-877-MEMA-USA
www.mema.state.md.us

Massachusetts Emergency Management Agency
400 Worcester Road
Framingham, MA 01702-5399
(508) 820-2000 FAX 508 820-2030
www.state.ma.us/mema

Michigan Emergency Management Division
4000 Collins Road / P. O. Box 30636
Lansing, MI 48909-8136
(517) 333-5042 FAX 517 333-4987
www.michigan.gov/msp
Click "Homeland Security" to get to EMD

National Disaster Control Officer
Federated States of **Micronesia**
P. O. Box PS-53
Kolonja, Pohnpei - Micronesia 96941
011 (691) 320-8815 FAX 011 691 320-2785

Minnesota Homeland Security and
Emergency Management (HSEM)
Department of Public Safety
444 Cedar Street, Suite 223
St. Paul, MN 55101-6223
(651) 296-2233 FAX 651 296-0459
www.hsem.state.mn.us

Mississippi Emergency Management Agency
P. O. Box 4501
Jackson, MS 39296-4501
(601) 352-9100 FAX 601 352-8314
Tollfree 1-800-442-MEMA (6362)
www.msema.org

Missouri Emergency Management Agency
P. O. Box 116
Jefferson City, MO 65102
(573) 526-9100 FAX 573 634-7966
www.sema.state.mo.us/semepage.htm

Montana Disaster and Emergency Services
P. O. Box 4789
Helena, MT 59604-4789
(406) 841-3911 FAX 406 841-3965
www.discoveringmontana.com/DMA/des

Nebraska Emergency Management Agency
1300 Military Road
Lincoln, NE 68508-1090
(402) 471-7421 FAX 402 471-7433
Tollfree 1-877-297-2368
www.nebema.org

Nevada Division of Emergency Management
2525 South Carson Street
Carson City, NV 89701
(775) 687-4240 FAX 775 687-6788
www.dem.state.nv.us

New Hampshire Department of Safety
Division of Fire Safety & Emergency Mgmt
Bureau of Emergency Management
10 Hazen Drive
Concord, NH 03305
(603) 271-2231 FAX 603 225-7341
www.nhoem.state.nh.us

New Jersey Office of Emergency
Management
P. O. Box 7068
West Trenton, NJ 08628-0068
(609) 538-6050 FAX 609 538-0345
www.state.nj.us/njoem

New Mexico Office of Emergency
Management
P. O. Box 1628
Santa Fe, NM 87504-1628
(505) 476-9600 FAX 505 476-9650
www.dps.nm.org/emergency/index.htm

New York State Emergency Management
Office
Building 22, Suite 101
1220 Washington Avenue
Albany, NY 12226
(518) 457-2200 FAX 518 457-9995
www.nysemo.state.ny.us

North Carolina Division of Emergency
Management
116 West Jones Street
Raleigh, NC 27603
(919) 733-3867 FAX 919 733-7554
www.dem.dcc.state.nc.us

North Dakota Division of Emergency
Management
P. O. Box 5511
Bismarck, ND 58506-5511
(701) 328-8100 FAX 701 328-8181
www.state.nd.us/dem

Ohio Emergency Management Agency
2855 West Dublin-Granville Road
Columbus, OH 43235-2206
(614) 889-7150 FAX 614 889-7183
www.state.oh.us/odps/division/ema

Oklahoma Department of Civil Emergency
Management
P. O. Box 53365
Oklahoma City, OK 73152-3365
(405) 521-2481 FAX 405 521-4053
www.odcem.state.ok.us

Oregon Emergency Management
P. O. Box 14370
Salem, OR 97309-5062
(503) 378-2911 FAX 503 373-7833
www.osp.state.or.us/oem/index.htm

Palau NEMO Coordinator
Office of the President
P. O. Box 100
Koror, Republic of Palau 96940
011 (680) 488-2422 FAX 011 680 488-3312

Pennsylvania Emergency Management
Agency
P. O. Box 3321
Harrisburg, PA 17105-3321
(717) 651-2001 FAX 717 651-2040
www.pema.state.pa.us

Puerto Rico Emergency Management
Agency
P. O. Box 966597
San Juan, PR 00906-6597
(787) 724-0124 FAX 787 725-4244

Rhode Island Emergency Management
Agency
645 New London Avenue
Cranston, RI 02920-3003
(401) 946-9996 Fax 401 944-1891
www.state.ri.us/riema

South Carolina Emergency Management
Division
1100 Fish Hatchery Road
West Columbia, SC 29172
(803) 737-8500 FAX 803 737-8570
www.scemd.org

South Dakota Division of Emergency
Management
118 West Capitol Avenue
Pierre, SD 57501
(605) 773-3231 FAX 605 773-3580
www.state.sd.us/dps/sddem/home.htm

Tennessee Emergency Management Agency
3041 Sidco Drive
Nashville, TN 37204
(615) 741-0001 FAX 615 242-9635
www.tnema.org

Texas Department of Public Safety
Division of Emergency Management
P. O. Box 4087
Austin, TX 78773-0001
(512) 424-2138 FAX 512 424-2444
www.txdps.state.tx.us/dem

Utah Division of Emergency Services
and Homeland Security
Room 1110, State Office Building
Salt Lake City, UT 84114
(801) 538-3400 FAX 801 538-3770
www.des.utah.gov

Vermont Emergency Management
Waterbury State Complex
103 South Main Street
Waterbury, VT 05671-2101
(802) 244-8721 FAX 802 244-8655
www.dps.state.vt.us/vem

Virgin Islands Territorial Emergency
Management Agency-VITEMA
2-C Contant, A-Q Building
St. Croix, VI 00820
(340) 774-2244 FAX 340 774-1491

Virginia Dept of Emergency Management
10501 Trade Court
Richmond, VA 23236-3713
(804) 897-6500 FAX 804 897-6626
www.vdem.state.va.us

State of **Washington** Military Department
Emergency Management Division
Building 20, M/S: TA-20
Camp Murray, WA 98430-5122
(253) 512-7000 FAX 253 512-7200
www.emd.wa.gov

West Virginia Office of Emergency Services
Building 1, Room EB-80
1900 Kanawha Blvd. East
Charleston, WV 25305-0360
(304) 558-5380 FAX 304 344-4538
www.state.wv.us/wvoes

Wisconsin Emergency Management
P. O. Box 7865
Madison, WI 53707-7865
(608) 242-3232 FAX 608 242-3247
<http://emergencymanagement.wi.gov>

Wyoming Office of Homeland Security
5500 Bishop Blvd.
Cheyenne, WY 82009
(307) 777-4663 FAX 307 635-6017
<http://wyohomelandsecurity.state.wy.us>

As of 1-Aug-2003 (per FEMA web site)
Fedhealth verified links as of 11-Sep-2003

• NATIONAL EMERGENCY MANAGEMENT ORGANIZATIONS

National Emergency Management Association (NEMA) - membership includes State EM Directors. **Internet:** www.nemaweb.org

International Association of Emergency Managers (IAEM) - membership includes local emergency managers. **Internet:** www.iaem.com

• FEMA'S FEDERAL-LEVEL PARTNERS

Numerous federal agencies and departments are partners in the nation's emergency management system. Before a disaster, they participate in training exercises and activities to help the nation become prepared. During a catastrophic disaster, FEMA coordinates the federal response, working with 27 federal partners and the American Red Cross to provide emergency food and water, medical supplies and services, search and rescue operations, transportation assistance, environmental assessment, and more.

The National Disaster Medical System is a partnership set up to provide emergency medical services in a disaster, involving FEMA, the Department of Health and Human Services, the Department of Defense, the Veterans Administration, as well as public and private hospitals across the country.

• FEMA PARTNERSHIPS WITH THE PRIVATE SECTOR

FEMA encourages all sectors of society — from business and industry to volunteer organizations — to work together in disaster preparation, response and recovery. FEMA assists in coordinating activities of a variety of players, including private contractors, hospitals, volunteer organizations and area businesses. It's through these partnerships of people working together that communities are able to put the pieces back together. *(See APPENDIX B to learn about some volunteer opportunities.)*

ABOUT THE CANADIAN RED CROSS:

Extracted from the Canadian Red Cross Disaster Services web site:

Canadian Red Cross helps people affected by emergencies and disasters -- situations ranging from a housefire to a flood that disrupts an entire region of the country. Following a disaster, Red Cross works with governments and other humanitarian organizations to provide for people's basic needs - food, clothing, shelter, first aid, emotional support and family reunification. The specific services offered will be based on the community's needs and the role that Red Cross has in the local disaster response plan.

All Red Cross assistance is provided free of charge and is made possible because of the generosity of financial donors and the volunteers who provide time and expertise.

CONTACTING YOUR LOCAL CANADIAN RED CROSS:

There are a few different ways of finding your local Red Cross office:

If you have access to the Internet, you can check their national web site

www.redcross.ca

Click on "Contact Us" then click on your "Zone" for list of offices

... or call ...

Canadian Red Cross
170 Metcalfe Street, Suite 300
Ottawa, Ontario K2P 2P2
Phone: 613.740.1900 Fax: 613.740.1911
To Donate by Phone: 1-800-418-1111

... or ...

Check your local telephone book in the white pages
for the Canadian Red Cross!

Write in your local office here for future reference:

Local Canadian Red Cross Address:

Telephone #: _____

ABOUT THE OFFICE OF CRITICAL INFRASTRUCTURE PROTECTION AND EMERGENCY PREPAREDNESS (OCIEP)

Extracted from OCIEP's web site www.ociepc.gc.ca as of May 2003:

The **Office of Critical Infrastructure Protection and Emergency Preparedness** was created in February 2001 under the national leadership of the Minister of National Defence. OCIEP maintains a regional office in each provincial capital to assist provincial and territorial Emergency Measures Organizations (EMOs).

OCIEP's mission: to enhance the safety and security of Canadians in their physical and cyber environment.

OCIEP REGIONAL OFFICES

Headquarters

Office of Critical Infrastructure Protection
and Emergency Preparedness
Communications Division
122 Bank Street, 2nd Floor
Ottawa, ON K1A 0W6
Tel: (613) 944-4875 Fax: (613) 998-9589
Urgent Matters: (613) 991-7000
communications@ociepc-bpiepc.gc.ca
Web site: www.ociepc-bpiepc.gc.ca

Newfoundland and Labrador

P. O. Box 668, Station 'C'
St. John's, NF A1C 5L4
Tel: (709) 772-5522 Fax: (709) 772-4532

Nova Scotia

Suite 219, 21 Mount Hope Ave
Dartmouth, NS B2Y 4R4
Tel: (902) 426-2082 Fax: (902) 426-2087

Prince Edward Island

134 Kent Street, 6th Floor
Charlottetown, PE C1A 8R8
Tel: (902) 566-7047 Fax: (902) 566-7045

New Brunswick

P. O. Box 534
Fredericton, NB E3B 5A6
Tel: (506) 452-3020 Fax: (506) 452-3906

Québec

Champlain Harbour Station, Room 350-1
901 Cap Diamant
Quebec, QC G1K 4K1
Tel: (418) 648-3111 Fax: (418) 648-3165

Ontario

4900 Yonge Street, Suite 240
Toronto, ON M2N 6A4
Tel: (416) 973-6343 Fax: (416) 973-2362

Manitoba

Suite 403, MacDonald Building
344 Edmonton Street
Winnipeg, MB R3B 2L4
Tel: (204) 983-6790 Fax: (204) 983-3886

Saskatchewan

320 - 1975 Scarth Street
Regina, SK S4P 2H1
Tel: (306) 780-5005 Fax: (306) 780-6461

Alberta, Nunavut & Northwest Territories

Suite 150, 10130-103 Street N.W.
Edmonton, AB T5J 3N9
Tel: (780) 495-3005 Fax: (780) 495-3585

British Columbia and Yukon

P. O. Box 10,000
Victoria, BC V8W 3A5
Tel: (250) 363-3621 Fax: (250) 363-3995

OCIPEP MANDATES:

- to provide national leadership of a new, modern and comprehensive approach to protecting Canada's critical infrastructure -- the key physical and cyber components of the energy and utilities, communications, services, transportation, safety and government sectors
- to be the government's primary agency for ensuring national civil emergency preparedness -- for all types of emergencies.

EMERGENCY PREPAREDNESS IN CANADA:

Emergency preparedness in Canada is a shared responsibility.

- It is up to the individual to know what to do in an emergency.
- Local officials and response organizations handle local emergencies.
- Provincial and Territorial Emergency Measures Organizations manage large scale emergencies (prevention, preparedness, response and recovery) and support municipal and community response teams.
- Requests from provinces to the Government of Canada are managed through OCIPEP's Regional and Headquarters offices. *(Please note there are many other federal departments and agencies that work on prevention, response, and recovery - just covering OCIPEP here.)*

The following explains Canada's **Emergency Management System**:

• NATIONAL DISASTER MITIGATION STRATEGY

OCIPEP is working with federal departments and agencies to determine how the Government of Canada can support mitigative measures. *(see page 31)*

• EMERGENCY OPERATIONS

Through the Government Emergency Operations Coordination Centre (GEOCC), OCIPEP maintains an around the clock monitoring and information centre of actual, potential and imminent disasters. During major events, the GEOCC, with the help of emergency personnel from other departments, serves as the focal point for emergency government operations.

• FINANCIAL ASSISTANCE PROGRAMS

OCIPEP administers the Joint Emergency Preparedness Program (JEPP) and the Disaster Financial Assistance Arrangements (DFAA). JEPP funding ensures communities have response skills and equipment in place to deal with emergency situations of any type. DFAA shares the costs of responding to and recovering from disasters when the costs of doing so exceed the fiscal capacity of provincial and territorial governments.

• TRAINING AND EDUCATION

OCIPEP supports training and education for emergency responders at the Canadian Emergency Preparedness College in Arnprior, Ontario.

• PUBLIC INFORMATION

Public awareness campaigns provide individuals with information needed to become better prepared for an emergency. OCIPEP manages Emergency Preparedness Week, which is held every May and is jointly delivered with provincial and territorial governments, municipalities, NGOs, volunteers, teachers and others. And OCIPEP offers a number of communications products online, through Safe Guard partners, and in various publications.

OCIPEP PARTNERSHIPS:

• DOMESTIC PARTNERSHIPS DIVISION

Domestic partnerships work toward the common goals of protecting Canada's critical infrastructure and mitigating associated risks with all levels of government (provincial, territorial and municipal) and the private sector.

During an emergency, OCIPEP works closely with various Government of Canada departments and agencies, and Provincial and Territorial Emergency Measures Organizations (listed below in alphabetical order).

PROVINCIAL & TERRITORIAL EMERGENCY MEASURES ORGANIZATIONS (EMOs)

Alberta

Emergency Management Alberta
Alberta Municipal Affairs
16th Floor, Commerce Place
10155 - 102nd Street
Edmonton, AB T5J 4L4
Tel: (780) 422-9000 Fax: (780) 422-1549
Tollfree 310-0000-422-9000
www.gov.ab.ca/ma/ds

PEP North West Region

2914 Eby Street
Terrace, BC V8G 2X5
(250) 638-2151 Fax: (250) 638-2152

PEP South East Region

403 Vernon Street
Nelson, BC V1L 4E6
(250) 354-6395 Fax: (250) 354-6561

PEP South West Region

9800 - 140th Street
Surrey, BC V3T 4M5
(604) 586-2665 Fax: (604) 586-4334

PEP Vancouver Island Region

455 Boleskine Road
Victoria, BC V8Z 1E7
(250) 952-5848 Fax: (250) 952-4983

British Columbia

Provincial Emergency Program Headquarters
P. O. Box 9201 Station Prov. Govt.
Victoria, BC V8W 9J1
Tel: (250) 952-4913 Fax: (250) 952-4888
www.pep.bc.ca

PEP Central Region

1255 - D Dalhousie Drive
Kamloops, BC V2C 5Z5
(250) 371-5240 Fax: (250) 371-5246

PEP North East Region

1541 South Ogilvie Street
Prince George, BC V2N 1W7
(250) 612-4172 Fax: (250) 612-4171

Manitoba

Manitoba Emergency Measures Organization
405 Broadway Avenue, Room 1525
Winnipeg, MB R3C 3L6
Tel: (204) 945-4772 Fax: (204) 945-4620
Tollfree 1-888-267-8298
www.ManitobaEMO.ca

New Brunswick

New Brunswick Emergency Measures
Organization
Department of Public Safety
P. O. Box 6000
Fredericton, NB E3B 5H1
Tel: (506) 453-2133 Fax: (506) 453-5513
www.gnb.ca/cnb/emo-omu/index-e.asp

Newfoundland and Labrador

Emergency Measures Organization
Dept of Municipal and Provincial Affairs
P. O. Box 8700
St. John's, NF A1B 4J6
Tel: (709) 729-3703 Fax: (709) 729-3857
www.gov.nf.ca/mpa/emo.html

Northwest Territories

Emergency Measures Organization
Dept. of Municipal and Community Affairs
Government of Northwest Territories
600, 5201 - 50th Avenue - Northwest Tower
Yellowknife, NT X1A 3S9
Tel: (867) 873-7083 or 873-7785
Fax: (867) 873-8193
www.maca.gov.nt.ca/about/emergency.html

Nova Scotia

Nova Scotia Emergency Measures
Organization
P. O. Box 2581
Halifax, NS B3J 3N5
Tel: (902) 424-5620 Fax: (902) 424-5376
www.gov.ns.ca/emo

Nunavut

Nunavut Emergency Management
Department of Community Government
and Transportation
P. O. Box 1000, Station 700
Iqaluit, NU X0A 0H0
Tel: (867) 975-5300 Fax: (867) 979-4221

Ontario

Emergency Management Ontario
Ministry of Public Safety and Security
77 Wellesley St. West, Box 222
Toronto, ON M7A 1N3
Tel: (416) 314-3723 Fax: (416) 314-3758
[www.mpss.jus.gov.on.ca/english/
pub_security/emo/emo.html](http://www.mpss.jus.gov.on.ca/english/pub_security/emo/emo.html)

Prince Edward Island

Emergency Measures Organization
134 Kent Street, Suite 600
Charlottetown, PE C1A 8R8
Tel: (902) 368-6361 Fax: (902) 368-6362
www.gov.pe.ca/commcul/emo

Québec

Direction générale de la Sécurité civile et de
la sécurité incendie
Ministère de la Sécurité publique
2525, boul. Laurier, 5e étage
Sainte-Foy, QC G1V 2L2
Tel: (418) 644-6826 Fax: (418) 643-3194
www.msp.gouv.qc.ca

Saskatchewan

Saskatchewan Emergency Measures
Organization (SaskEMO)
100 - 1855 Victoria Avenue
Regina, SK S4P 3V7
Tel: (306) 787-9563 Fax: (306) 787-1694
www.cps.gov.sk.ca/safety/emergency

Yukon Territory

Yukon Emergency Measures Branch
Department of Community Services
P. O. Box 2703, EMO
Whitehorse, YK Y1A 2C6
Tel: (867) 667-5220 Fax: (867) 393-6266
www.gov.yk.ca/depts/community/emo

Per OCIEP's site www.ociepep.gc.ca and
www.emergencypreparednessweek.ca
Fedhealth verified info & links: 11-Sep-2003

• INTERNATIONAL PARTNERSHIPS DIVISION

OCIEP and Government of Canada partners have built strong relationships with the United States in infrastructure protection departments and agencies, law enforcement and intelligence communities, and emergency management agencies. Canada is also working with various countries, the United Nations and NATO on international issues of critical infrastructure vulnerabilities.

INTERNATIONAL FEDERATION OF RED CROSS AND RED CRESCENT SOCIETIES

The following was extracted from the IFRC web site as of March 2003:

The **International Federation of Red Cross and Red Crescent Societies** is the world's largest humanitarian organization providing assistance without discrimination as to nationality, race, religious beliefs, class or political opinions.

Founded in 1919, the International Federation comprises 178 member Red Cross and Red Crescent societies, a Secretariat in Geneva and more than 60 delegations strategically located to support activities around the world. There are more societies in formation. The Red Crescent is used in place of the Red Cross in many Islamic countries.

The Federation's mission is **to improve the lives of vulnerable people by mobilizing the power of humanity**. Vulnerable people are those who are at greatest risk from situations that threaten their survival, or their capacity to live with an acceptable level of social and economic security and human dignity. Often, these are victims of natural disasters, poverty brought about by socio-economic crises, refugees, and victims of health emergencies.

The Federation's work focuses on four core areas: promoting humanitarian values, disaster response, disaster preparedness, and health and community care.

For more information, please visit IFRC on the Internet or contact:

International Federation of Red Cross and Red Crescent Societies

P. O. Box 372

CH-1211 Geneva 19

Switzerland

Telephone: (+41 22) 730 42 22

Fax: (+41 22) 733 03 95

Internet: www.ifrc.org

E-Mail: secretariat@ifrc.org

Or find your local National Society via the **Directory** link on the Internet. *(The online Directory has an alphabetic listing by country of all the Red Cross and Red Crescent Societies worldwide.)*

APPENDIX A

U. S. Department of Homeland Security

Extracted from DHS' web site www.dhs.gov as of September 2003:

What is the Department of Homeland Security?

In the aftermath of the terrorist attacks against America on September 11th, 2001, President George W. Bush decided 22 previously disparate domestic agencies needed to be coordinated into one department to protect the nation against threats to the homeland.

The first priority of the **Department of Homeland Security** (DHS) is to protect the nation against further terrorist attacks. Component agencies will analyze threats and intelligence, guard borders and airports, protect critical infrastructure, and coordinate response on future emergencies.

DHS is also dedicated to protecting the rights of American citizens and enhancing public services, such as natural disaster assistance and citizenship services, by dedicating offices to these important missions.

How is DHS organized?

DHS has Five Major Divisions, or "Directorates":

Border and Transportation Security (BTS) - maintains security of the U.S.'s borders and transportation systems (including waterways, ports, and terminals) to prevent the entry of terrorists and instruments of terror.

Emergency Preparedness and Response (EPR) - ensures the nation is prepared for, and able to recover from, terrorist attacks and natural disasters. *(Note: **FEMA** was transitioned under this Division as of March 3, 2003.)*

Science and Technology (S & T) - coordinates efforts in research and development, including preparing for and responding to the full range of terrorist threats involving weapons of mass destruction.

Information Analysis and Infrastructure Protection (IAIP) - merges the capability to identify and assess current and future threats to the nation, maps those threats against vulnerabilities, and provides timely warnings regarding physical and cyber threats through the **Homeland Security Advisory System**.

Management - handles DHS budget, management and personnel issues.

Some other key agencies folding into DHS are the U.S. Coast Guard, U.S. Secret Service, the Bureau of Citizenship and Immigration Services and the Office of State and Local Government Coordination.

What is the Homeland Security Advisory System?

In March 2002, the **Homeland Security Advisory System (HSAS)** was implemented using color-coded “Threat Conditions” that increase or decrease based on reports from the Intelligence Community.

HSAS’s “Threat Conditions” or “Threat Levels”:

SEVERE = **RED** (Severe risk of terrorist attacks)

HIGH = **ORANGE** (High risk of terrorist attacks)

ELEVATED = **YELLOW** (Significant risk of terrorist attacks)

GUARDED = **BLUE** (General risk of terrorist attacks)

LOW = **GREEN** (Low risk of terrorist attacks)

Alerts and threat conditions can be declared for the entire nation, or for a specific geographic area or industry.

The public should stay current with news and alerts issued by officials ... and be aware, be prepared, and have a plan at all threat levels.

The **District of Columbia Emergency Management Agency (DCEMA)** developed and contributed the following “Terrorist Threat Advisory System” that mirrors the national Homeland Security Advisory System. The DCEMA’s suggested precautions provide general guidance only to help organizations and families take actions best tailored for their needs.

Please note, there are some protective measures for federal departments and agencies per DHS included here too.

LOW (Green) - a **low risk** of terrorism. Routine security is implemented to preclude routine criminal threats.

Residents are advised to:

- Continue to enjoy individual freedom. Participate freely in travel, work, and recreational activities.
- Be prepared for disasters and family emergencies.
- Develop a family emergency plan.
- Keep recommended immunizations up-to-date.
- Know how to turn off power, gas, and water service to your house.
- Know what hazardous materials are stored in your home and how to properly dispose of unneeded chemicals.
- Support the efforts of your local emergency responders (fire fighters, law enforcement and emergency medical service).
- Know what natural hazards are prevalent in your area and what measures you can take to protect your family. Be familiar with local natural and technological (man made) hazards in your community.
- Volunteer to assist and support community emergency response agencies.

- Become active in your local Neighborhood Crime Watch program.
- Take a first aid or Community Emergency Response Team (CERT) class.

(Green) Business owners/managers are advised to:

- Develop emergency operations and business contingency plans.
- Encourage and assist employees to be prepared for personal, natural, technological, and homeland security emergencies.
- Conduct emergency preparedness training for employees and their families.
- Develop a communications plan for emergency response and key personnel.
- Conduct training for employees on physical security precautions.
- Budget for physical security measures.

(Green) Federal departments and agencies should consider:

- Refine and exercise planned Protective Measures.
- Ensure emergency personnel receive proper training on HSAS measures.
- Assess facilities for vulnerabilities and take measures to mitigate them.

GUARDED (Blue) - a **general risk** of terrorism with no credible threats to specific targets.

In addition to all previously mentioned precautions, residents are advised to:

- Continue normal activities but be watchful for suspicious activities. Report suspicious activity to local law enforcement.
- Review family emergency plans.
- Avoid leaving unattended packages or briefcases in public areas.
- Increase family emergency preparedness by purchasing supplies, food, and storing water.
- Increase individual or family emergency preparedness through training, maintaining good physical fitness and health, and storing supplies.
- Monitor local and national news for terrorist alerts.

In addition to all previously mentioned precautions, business owners and managers are advised to:

- Ensure that key leaders are familiar with the emergency operations and business contingency plans.
- Review, update, and routinely exercise functional areas of plans.
- Review and update the call down list for emergency response teams.
- Develop or review Mutual Aid agreements with other facilities and/or with local government for use during emergencies.
- Review physical security precautions to prevent theft, unauthorized entry, or destruction of property.
- Have you provided for:
 - Employee picture ID badges?

... continued on next page ...

- Background checks on all employees (as applicable)?
- Access control and locking of high security areas at all times?
- All security keys marked with "Do not Duplicate?"
- Surveillance Cameras?
- Backup power?
- An alarm system?

(Blue) In addition to all previously mentioned precautions, federal departments and agencies should consider:

- Check communications with designated emergency response or command locations.
- Review and update emergency response procedures.
- Provide public with information that would strengthen its ability to act appropriately.

ELEVATED (Yellow) - an **elevated risk** of terrorist attack but a specific region of the USA or target has not been identified.

In addition to all previously mentioned precautions, residents are advised to:

- Continue normal activities, but report suspicious activities to the local law enforcement agencies.
- Network with your family, neighbors, and community for mutual support during a disaster or terrorist attack.
- Learn what critical facilities are located in your community and report suspicious activities at or near these sites.
- Contact local officials to learn about specific hazards in your community.
- Develop your family preparedness kit and plan and check the contents of your **Disaster Supplies Kit** (see *Section 1*). Individual or family emergency preparedness should be maintained through training, good physical fitness and health, and storing food, water, and emergency supplies.
- Monitor media reports concerning situation.

In addition to all previously mentioned precautions, business owners and managers are advised to:

- Announce Threat Condition **ELEVATED** to employees.
- Review vulnerability and threat assessments and revise as needed.
- Identify and monitor government information sharing sources for warnings and alerts.
- Update and test call down list for emergency response teams and key employees.
- Review, coordinate, and update mutual aid agreements with other critical facilities and government agencies.
- Establish and monitor more active security measures.
- Review employee training on security precautions (bomb threat procedures, reporting suspicious packages, activities, and people). Conduct communications checks to ensure contacts can be maintained.

(Yellow) In addition to all previously mentioned precautions, federal departments and agencies should consider:

- Increase surveillance of critical locations.
- Coordinate emergency plans with nearby jurisdictions, as needed.
- Assess whether the precise characteristics of the threat require the further refinement of preplanned protective measures.
- Implement, as appropriate, contingency and emergency response plans.

HIGH (Orange) - credible intelligence indicates that there is a **high risk** of a local terrorist attack but a specific target has not been identified.

In addition to all previously mentioned precautions, residents are advised to:

- Resume normal activities but expect some delays, baggage searches, and restrictions due to heightened security at public buildings and facilities.
- Continue to monitor world and local events as well as local government threat advisories.
- Report suspicious activities at or near critical facilities to local law enforcement agencies by calling 9-1-1.
- Inventory and organize emergency supply kits and test emergency plans with family members. Reevaluate meeting location based on threat.
- Consider taking reasonable personal security precautions. Be alert to your surroundings, avoid placing yourself in a vulnerable situation, and monitor the activities of your children.
- Maintain close contact with family and neighbors to ensure their safety and emotional welfare.

In addition to all previously mentioned precautions, business owners and managers are advised to:

- Announce Threat Condition **HIGH** to all employees and explain expected actions.
- Place emergency response teams on notice.
- Activate the business emergency operations center if required. Establish ongoing liaison with local law enforcement and emergency management officials.
- Monitor world and local events. Pass on credible threat intelligence to key personnel.
- Ensure appropriate security measures are in place and functioning properly.
- Instruct employees to report suspicious activities, packages, and people.
- Search all personal bags, parcels, and require personnel to pass through magnetometer, if available.
- Inspect intrusion detection systems and lighting, security fencing, and locking systems.
- Inspect all deliveries and consider accepting shipments only at off-site locations.
- Remind employees to expect delays and baggage searches.
- Implement varying security measures *(listed on next page)*

*These measures incorporate a comprehensive list of security actions, some of which may need to be implemented at lower levels. They are designed to respond to the elevation to **HIGH Risk (Orange)** of terrorist attacks.*

Varying Security Measures for Businesses - Little or No Cost Actions

- Increase the visible security personnel presence wherever possible.
- Rearrange exterior vehicle barriers (traffic cones) to alter traffic patterns near facilities.
- Institute/increase vehicle, foot, and roving security patrols.
- Implement random security guard shift changes.
- Arrange for law enforcement vehicles to be parked randomly near entrances and exits.
- Approach all illegally parked vehicles in and around facilities, question drivers and direct them to move immediately. If owner cannot be identified, have vehicle towed by law enforcement.
- Limit number of access points and strictly enforce access control procedures.
- Alter primary entrances and exits if possible.
- Implement stringent identification procedures to include conducting 100% "hands on" checks of security badges for all personnel, if badges are used.
- Remind personnel to properly display badges, if applicable, and enforce visibility.
- Require two forms of photo identification for all visitors.
- Escort all visitors entering and departing.
- X-ray packages and inspect handbags and briefcases at entry if possible.
- Validate vendor lists for all routine deliveries and repair services.

Varying Security Measures - Actions That May Bear Some Cost

- Increase perimeter lighting.
- Remove vegetation in and around perimeters, maintain regularly.
- Institute a vehicle inspection program to include checking under the undercarriage of vehicles, under the hood, and in the trunk. Provide vehicle inspection training to security personnel.
- Conduct vulnerability studies focusing on physical security, structural engineering, infrastructure engineering, power, water, and air infiltration, if feasible.
- Initiate a system to enhance mail and package screening procedures (both announced and unannounced).
- Install special locking devices on manhole covers in and around facilities.

(Orange) In addition to all previously mentioned precautions, federal departments and agencies should consider:

- Coordinate security efforts with federal, state and local law enforcement agencies, National Guard or other security and armed forces.
- Take additional precautions at public events, possibly considering alternative venues or cancellation.
- Prepare to work at an alternate site or with a dispersed workforce.
- Restrict access to a threatened facility to essential personnel only.

SEVERE (Red) - terrorist attack has occurred or credible and corroborated intelligence indicates that one is imminent (a **severe risk**). Normally, this threat condition is declared for a specific location or critical facility.

In addition to all previously mentioned precautions, residents are advised to:

- Report suspicious activities and call 9-1-1 for immediate response.
- Expect delays, searches of purses and bags, and restricted access to public buildings.
- Expect traffic delays and restrictions.
- Residents should have **Disaster Supplies Kits** stocked and in place ready to go (medicines and medical supplies, glasses, contacts, important legal and financial papers) and emergency supplies kits (first aid kits, duct tape, blankets, non-perishable food, water) for sheltering in place, if requested to do so. (*see Section 1*)
- Take personal security precautions to avoid becoming a victim of crime or terrorist attack.
- Avoid participating in crowded optional public gatherings, such as sporting events and concerts. However, do not avoid going to public emergency gathering locations such as hospitals and shelters, if directed or necessary. These locations will have developed and initiated a strong security plan to protect the residents.
- Do not travel into areas affected by the attack or that are likely to become an expected terrorist target.
- Keep emergency supplies accessible and automobile fuel tank full.
- Be prepared to either evacuate your home or shelter-in-place on order of local authorities. (*see EVACUATION in Section 2*)
- Be suspicious of persons taking photographs of critical facilities, asking detailed questions about physical security or dressed inappropriately for weather conditions. Report these incidents immediately to law enforcement.
- Closely monitor news reports and Emergency Alert System (EAS) radio/TV stations.
- Assist neighbors who may need help.
- Ensure pets can be readied quickly for boarding or evacuation, if necessary.
- Avoid passing unsubstantiated information and rumors.
- Prepare to activate your personal Family Emergency Plan. (*see Section 1*)

In addition to all previously mentioned precautions, business owners and managers are advised to:

- Announce Threat Condition **SEVERE** and explain expected actions.
- Deploy security personnel based on threat assessments.
- Close or restrict entry to the facility to emergency personnel only and restrict parking areas close to critical buildings.
- Maintain a skeleton crew of emergency employees.
- Deploy emergency response and security teams.
- Activate Operations Centers (if applicable).

... continued on next page ...

- Maintain close contact with local law enforcement, emergency management officials and business consortium groups (Chamber of Commerce, Board of Trade, etc...)
- Be prepared to implement mutual aid agreements with government and with other similar/neighboring businesses/industries.
- Provide security in parking lots and company areas.
- Report suspicious activity immediately to local law enforcement.
- Restrict or suspend all deliveries and mail to the facility. Emergency supplies or essential shipments should be sent to off-site location for inspection.
- Activate your business emergency/contingency plan.

(Red) In addition to all previously mentioned precautions, federal departments and agencies should consider:

- Increase or redirect personnel to address critical emergency needs.
- Assign emergency response personnel and pre-position and mobilize specially trained teams or resources.
- Monitor, redirect, or constrain transportation systems.
- Close public and government facilities not critical for continuity of essential operations, especially public safety.

For more information about the **District of Columbia Emergency Management Agency's** Homeland Security Terrorist Threat Advisory System, please visit <http://dcema.dc.gov/info/threat.shtm>

Also, the American Red Cross has developed a complementary set of guidelines for Individuals, Families, Neighborhoods, Schools and Businesses (in English and Spanish) explaining the Homeland Security Advisory System. Please visit www.redcross.org/services/disaster/beprepared/hsas.html

And finally, for more information about the **Department of Homeland Security** and to stay current on national security alerts and warnings, please visit www.dhs.gov

APPENDIX B

Citizen Corps / CERT / CERV Ontario (Volunteer Programs for Americans & Canadians)

What is Citizen Corps?

Citizen Corps, a component of USA Freedom Corps, was created to help coordinate volunteer activities that make the nation's communities safer, stronger, and better prepared to respond to any emergency situation.

Citizen Corps is managed at local levels by Citizen Corps Councils, which bring together existing crime prevention, disaster preparedness, and public health response networks with the volunteer community and other groups. Councils organize public education on disaster mitigation and preparedness, training, and volunteer programs for people of all ages and backgrounds.

What programs are under Citizen Corps?

Citizen Corps programs (like the ones listed below) and many other projects and events are coordinated by local, state, and tribal Citizen Corps Councils.

- Volunteers in Police Service (VIPS) programs
- Community Emergency Response Teams (CERTs)
- Medical Reserve Corps units
- Neighborhood Watch groups

To learn more about **Citizen Corps** or to check if there is a local council in your community, please visit www.citizencorps.gov or www.fema.gov

What is CERT or CERV?

In the United States and Canada, the **Community Emergency Response Team (CERT)** program helps train volunteers to assist first responders in emergency situations in their communities. CERT members give critical support to first responders in emergencies, provide immediate assistance to victims, organize spontaneous volunteers at a disaster site, and collect disaster intelligence to support first responder efforts.

For more information about CERT programs or to check if a CERT is in your community, visit <http://training.fema.gov/emiweb/cert/index.asp> ... or visit www.cert-la.com ... or call your local, State, Provincial, or Territorial Emergency Management Office to ask about volunteer opportunities.

The **Community Emergency Response Volunteers (CERV) Ontario** is co-ordinated through Emergency Measures Ontario. Visit the CERV Ontario site at www.mpss.jus.gov.on.ca/english/pub_security/emo/cerv_ont.html

APPENDIX C

*The following **SAMPLE GUIDELINE / DATABASE** was developed and contributed by South Carolina's Charleston County Emergency Preparedness Department. A list of acronyms used in the following 6 pages is included on page 216.*

Any County Emergency Preparedness Terrorism Emergency Operations Outline Counteractions Standard Operations Guide

I. GENERAL

A. Purpose

The purpose of this SOG is to assist other officials and emergency service personnel with a working outline for developing a written set of guidelines for the conduct of antiterrorism and terrorism counteraction response operations. Contact your local emergency management agency for assistance.

This outline of antiterrorism is designed to deter and limit the success of terrorists acts against government / industry resources / personnel and facilities while Counteraction facilitates response to, and recovery from, an actual terrorist incident. The collection and dissemination of timely threat intelligence information, informative public awareness programs, and through the implementation of sound defensive mitigation measures usually insure the best countermeasures one may accomplish.

B. Authority

The listing of local city, county, state or federal ordinances as may be applicable for the intended jurisdictions being protected.

C. References

1. Presidential Decision Directive 39 [PDD-39], June 1995.
2. State Terrorism Incident Annexes.
3. Local Community Bomb Threat Incident Plan.
4. Emergency Response To Incidents Involving Chemical and Biological Warfare Agents.

5. Terrorism In The U.S. 1982-1992, FBI Report.
6. The Federal Response Plan [FRP], Terrorism Annex.
7. Local Airport, Seaport, Transportation, Dam, or Utilities Emergency Counter Terrorism Plan.
8. Emergency Response to Terrorism Job Aid, May 2000.
9. II CT Chemical / Biological Incident Handbook.

D. Definitions

A list as detailed or as brief as may be applicable to the depth of your SOG. Contact your local emergency management agency for assistance.

E. Organizations

Apply a basic organization chart for primary agencies that may be anticipated to support the various aspects of your SOG. Federal, state, city / county and local. See the local emergency management agency plan.

II. SITUATION

A. International Terrorism

International terrorism continues as a threat and although it has been primarily rooted in other countries, a great number of Americans have been affected by these acts. According to the U.S. Department of State and as reported in the media large numbers of the actual terrorist attacks worldwide were targeted against Americans. The impact of international terrorism still has vivid images occurring almost worldwide.

B. Domestic Terrorism

Statistics provided by the FBI prior to the mid-1980's indicated only a few acts of terrorism inside the United States as influenced by international terrorism. Since the 1993 bombing of the World Trade Center in New York it was a clear reminder that the United States is not immune from acts of international terrorism based within our borders.

It is very clear that managing the consequences of terrorism in the United States from any source can be a most difficult and

challenging task. Trying to recover from such senseless terrorist events has already begun to change the way Americans view the potential threats and mass effect from a single terrorist act perpetrated in local communities.

C. Conditions

1. Actual events or threat of a terrorist act may cause implementation of precautionary measures from as high up as Presidential sources.
2. The FBI will likely implement a crisis management law enforcement response to any significant threat or actual act of terrorism and include threat assessment / consultation and NBC / WMD Technical Assistance.
3. Incidents that occur without advance threat or warning and that produce major consequences. FEMA will probably respond and implement within the FRP consequence management activities.

D. Planning Assumptions

No single agency at any government level has the unilateral authority or all the knowledge and skills to act in a terrorist event, especially WMD / WME. The SOG will be activated upon such threat or an actual event.

Certain instances will require, as in NBC events, that perimeters be set and closed to authorized officials and first responders as well. The SOG may also have to request activation of specialty service resources and/or task forces. Your local emergency management plans may assist this step.

III.CONCEPT OF OPERATIONS

A. Crisis Management

1. Local Law Enforcement generally has lead responsibility for implementing SOG crisis management.
2. Each participating agency will maintain a current copy of the Terrorism Response Alert List of the SOG.
3. A systematic scene approach will often be implemented while self-protective measures as appropriate are taken towards controlling the situation. The IMS/ICS framework

and possible transition into the Unified Command System may be used as soon as possible.

4. Responders SITREP, staging, direction and command & control information all within often dynamic incident events as agencies / personnel and equipment arrive in force.
5. Communications size-up will be CONTINUOUS in such a dynamic incident and should address scene stability in the SOG (e.g. stable, deteriorated, continuing to deteriorate, unsafe).
6. To avoid infrastructure gridlock, establish from the initial SITREP the priorities needed for life safety and protection. Address immediate and sequential response structuring.

B. Consequence Management

This level of management integrates all aspects of the response that will generally protect the public's health and safety, manage fears and suffering, and enhance evidence-gathering towards identifying and eventually apprehending the perpetrators. For assistance contact your local emergency management agency.

1. Pre-Incident Phase

- a. Protective actions such as organizational SOG's aimed at coordinating any threat in the local area via an identified part of a Command Group. Threatcon Alpha or Bravo.
- b. SOG's that establish actions and security awareness measures that prepare a counter deterrence to terrorist vulnerabilities.

2. Trans-Incident Phase

- a. This phase involves the threat emerging to an actual act or imminent action of terrorism. Threatcon Charlie.
- b. Everyone should stay focused on the end objective to "save lives" and coordinate cooperative agencies' efforts to solve most disagreements. ROC's, JOC's, JIC's, EOC's, IST's, IAP's, SOG.

3. Post-Incident Phase

- a. This phase may involve an incident that occurred without any advance warning and produces major consequences and appears to be an act of terrorism. Many concurrent

efforts of crisis management will be initiated to establish a short-term Incident Action Plan.

- b. Local officials will mitigate the situation to the best of their ability until further supported by the combined state and federal resources tasked.

4. Disengagement

- a. If no act of terrorism occurs then the federal response will disengage as coordinated. Stand down will occur for all according to their SOP's / SOG's.
- b. All agencies that responded will be requested to turn in a copy of their incident logs, journals, messages, or other non-sensitive records to the local coordinating agency. This information will be key to establishing an accurate post incident critique. Critiques are often delayed pending any legal requirements to keep certain information in confidence.
- c. PISD (post incident stress debriefings) will be offered by the proper mental health agency for responders based on the nature of the event and it's circumstances.

IV. RESPONSIBILITIES

A. Crisis and Consequence Management

- 1. The County Sheriff LNO will: develop local SOG's.
- 2. Local Response Agencies will: develop local SOG's.

B. EOC - JOC Support Agencies

Agencies not covered in this SOG are understood for mutual aid response to assist neighboring communities. See attached map.

(Suggestion: Include a map with your plan indicating areas being covered by Support Agencies.)

V. LOCAL STATE FEDERAL INTERFACE

This SOG is supported by the Terrorism Incident Annex to the Federal Response Plan and your State Emergency Operations Plan to include any Regional Task Force operational concepts applicable.

Contact your local Emergency Management Agency for assistance in available plans.

VI. PRIMARY POINT OF CONTACT

Inquiries or changes concerning this SOG Outline should be addressed to Charleston County EPD, Project Officer for Terrorism Incident Management, 4045 Bridge View Drive, North Charleston, S.C. 29405-7464 or 843-202-7400 and Fax 843-202-7408.

DISCLAIMER: Information provided is solely intended as a sample guideline / database and neither the County of Charleston nor any agency, officer or employee warrants the accuracy, reliability or timeliness of any information in the Terrorism Counteraction SOG database. While every effort is made to ensure a broad accuracy of this information, portions may be incorrect or not current for all circumstances and we shall not be liable for any losses caused by such reliance on this outline information. Any persons or entities who relies on information obtained from this database does so at his or her own risk.

Acronyms

Used in preceding 6-page “**County Emergency Preparedness
Terrorism Emergency Operations Outline**”

B-NICE - Biological, Nuclear Incendiary, Chemical
or Explosive Device

CAT - Crisis Action Team

CBR - Chemical, Biological, Radiological

EOC - Emergency Operations Center

EPD - Emergency Preparedness Division

FEMA - Federal Emergency Management Agency

FRP - Federal Response Plan

IAP - Incident Action Plan

ICS - Incident Command System

IMS - Incident Management System

IST - Incident Support Team

JIC - Joint Incident Command

JOC - Joint Operations Center

LNO - LIAISON Officer

NBC - Nuclear, Biological, Chemical devices

PISD - Post Incident Stress Debriefings

ROC - Regional Operations Center

SITREP - Situation Report

SOP - Standard Operating Procedures

SOG - Standard Operating Guidelines

Threatcon - Terrorist Threat Condition

WME - Weapons of Mass Effect

WMD - Weapons of Mass Destruction

END NOTES

- ¹ United States Department of Commerce National Oceanic and Atmospheric Administration, “Answers to La Niña Frequently Asked Questions”, “Why do El Niño and La Niña occur?”, (www.elnino.noaa.gov/lanina_new_faq.html), 1999.
- ² U. S. Environmental Protection Agency, “Global Warming - Climate”, (<http://yosemite.epa.gov/oar/globalwarming.nsf/content/climate.html>), 2002.
- ³ Patricia Reaney, “Increase in Greenhouse Gases Seen From Space” (Reuters online, March 14, 2001).
- ⁴ Adam Entous, “Bush Signs Measure Boosting U.S. Bioterror Defenses” (Reuters online, June 12, 2002).
- ⁵ Centers for Disease Control Public Health Emergency Preparedness & Response, Agents, Diseases, & Threats, Radiation Emergencies, Information for the Public, “Dirty Bombs”, (www.bt.cdc.gov/radiation/dirtybombs.asp), 2003.
- ⁶ Water Supply and Sanitation Collaborative Council, “WASH Facts and Figures”, (www.wsscc.org), Geneva, Switzerland, 2002.

RESOURCES

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ADDITIONAL RESOURCES & WEB SITES

AMERICAN RED CROSS DISASTER SERVICES:

After Disaster Strikes – Recovering financially

The American Red Cross, the Federal Emergency Management Agency, and the National Endowment for Financial Education published the original brochure. www.redcross.org/services/disaster/afterdis/recover.html (Revised URL 2003)

Talking About Disaster: Guide for Standard Messages

The Guide is a set of standard disaster safety messages on many hazards as well as general disaster safety information and viewable through web pages or using downloadable PDF files. Members of the National Disaster Education Coalition include the American Red Cross, FEMA, NOAA/National Weather Service, National Fire Protection Association, U.S. Geological Survey, Institute for Business and Home Safety, International Association of Emergency Managers, and the U.S. Department of Agriculture Cooperative State Research, Education, and Extension Service. www.redcross.org/disaster/safety/guide.html

FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA):

FIMA (Federal Insurance & Mitigation Administration) www.fema.gov/fima

To order FEMA materials call local or state EM office. Or call FEMA: 1-800-480-2520 M-F 8a-5p EST, Fax 301-497-6378, or write: FEMA, P.O. Box 2012, Jessup, MD 20794

HEALTH CANADA'S EMERGENCY PREPAREDNESS:

Health Canada's role in an emergency, whether it's a natural disaster or human caused, is to protect the health of Canadians. www.hc-sc.gc.ca/english/epr

Centre for Emergency Preparedness and Response (CEPR)

Serves as Canada's single coordinating point for public health emergencies. The 24-hour Centre works closely with experts in areas such as infectious disease, food and blood safety, nuclear, radiological, biological and chemical threats, and many other preparedness and response issues through **4 specialized offices**:

Office of Emergency Preparedness, Planning and Training
Office of Emergency Services
Office of Laboratory Security
Office of Public Health Security

CEPR www.hc-sc.gc.ca/pphb-dgsp/cepr-cmiu/cepr.html

Through the above **CEPR** offices, Health Canada is also responsible for the National Emergency Stockpile System (NESS), the Emergency Social Services (ESS), the Federal Nuclear Emergency Plan (FNEP), providing emergency health care for First Nations and Inuit communities, the health of travelers entering Canada, and many other health-related functions. www.hc-sc.gc.ca

**OFFICE OF CRITICAL INFRASTRUCTURE PROTECTION AND EMERGENCY
PREPAREDNESS (OCIPEP): www.ocipep.gc.ca**

Alerts & Advisories www.ocipep.gc.ca/opsprods/index_e.asp
Critical Infrastructure www.ocipep.gc.ca/critical/index_e.asp
Emergency Preparedness www.ocipep.gc.ca/ep/index_e.asp
Information Products www.ocipep.gc.ca/info_pro/index_e.asp

MISCELLANEOUS SITES (* = COOL STUFF FOR EDUCATORS, KIDS & SCHOOLS)

- * **American Academy of Pediatrics - Children, Terrorism & Disasters**
www.aap.org/terrorism
- American Avalanche Association** www.americanavalancheassociation.org
- American Stroke Association** www.strokeassociation.org
- Canada Mortgage and Housing Corporation** www.cmhc.ca
- Canadian Avalanche Association** www.avalanche.ca
- Canadian Centre for Emergency Preparedness** www.ccep.ca
- * **Canadian Network of Toxicology Centres, University of Guelph - Project
Earth Risk Identification Life** www.uoguelph.ca/cntc/educat/peril.htm
- * **Canadian Red Cross** www.redcross.ca
- * **Centers for Disease Control and Prevention National Center for
Environmental Health** www.cdc.gov/nceh
- Centers for Disease Control and Prevention Public Health Emergency
Preparedness and Response** www.bt.cdc.gov
- Disaster Recovery Information Exchange (DRIE) Canada** www.drie.org
- * **Environment Canada** www.ec.gc.ca (*Check out their Topics*)
- Environmental Protection Agency (EPA)** www.epa.gov
- * **EPA's Explorers' Club for Kids** www.epa.gov/kids
- EPA's Chemical Emergency Preparedness and Prevention Office (CEPPO)**
<http://yosemite.epa.gov/oswer/ceppoweb.nsf/content/index.html>
- * **FEMA for Kids** www.fema.gov/kids
- * **Harvard Center for Risk Analysis** www.hcra.harvard.edu
- Heart and Stroke Foundation of Canada** www.heartandstroke.ca
- Humane Society Disaster Services Program** www.hsus.org/disaster
- Institute for Business and Home Safety** www.ibhs.org
- * **Institute for Catastrophic Loss Reduction (Toronto, Ontario)** www.iclr.org
- Insurance Bureau of Canada** www.ibc.ca
- * **Lyme Disease Foundation** www.lyme.org
- Munich Re Group's Press Releases** www.munichre.com

National Fire Protection Association www.nfpa.org
 * **Fire Wise** (Info on wildfires) www.firewise.org
 * **Risk Watch** www.nfpa.org/riskwatch
 * **Sparky the Fire Dog** www.nfpa.org/sparky

National Interagency Fire Center (Boise, Idaho) www.nifc.gov

* **Natural Resources Canada** www.nrcan.gc.ca

NOAA (National Oceanic and Atmospheric Administration) www.noaa.gov
Atlantic Oceanographic & Meteorological Laboratory www.aoml.noaa.gov
National Climatic Data Center www.ncdc.noaa.gov/ol/ncdc.html
National Weather Service (NWS) www.nws.noaa.gov
 * **NWS Lightning Safety** www.lightningsafety.noaa.gov
 * **NWS Public Affairs Links for Kids** www.nws.noaa.gov/pa/forkids.html
 * **Storm Prediction Center Online Tornado FAQ** www.spc.noaa.gov/faq/tornado

* **OCIPEP Teacher Corner** www.ocipep.gc.ca/info_pro/teachers/index_e.asp

Pacific Tsunami Warning Center (Hawaii) www.nws.noaa.gov/pr/ptwc

* **PBS Online's SAVAGE EARTH** www.pbs.org/wnet/savageearth

Royal Canadian Mounted Police www.rcmp-grc.gc.ca

Statistics Canada www.statcan.ca

* **United Nations Environment Programme** www.unep.org

U.S. Department of Defense DefenseLINK www.defenselink.mil

* **U.S. Department of Education Office of Safe and Drug-Free Schools**
 Emergency Planning for Schools www.ed.gov/emergencyplan

U.S. Department of Health & Human Services Disasters & Emergencies
www.hhs.gov/disasters

U.S. Department of Homeland Security www.dhs.gov

U.S. Fire Administration www.usfa.fema.gov

U.S.D.A. Forest Service National Avalanche Ctr www.avalanche.org/~nac

* **U.S.G.S. Earthquake Hazards Program** www.earthquake.usgs.gov

* **U.S.G.S. Volcano Hazards Program** <http://volcanoes.usgs.gov>

* **U.S. Nuclear Regulatory Commission** www.nrc.gov

* **Volcano World** <http://volcano.und.nodak.edu/vw.html>

West Coast / Alaska Tsunami Warning Center <http://wcatwc.gov>

World Nuclear Association www.world-nuclear.org

World Meteorological Organization (United Nations Agency) www.wmo.ch

World Water Council www.worldwatercouncil.org

* **World Wide Fund for Nature** www.wwf.org

Worldwatch Institute www.worldwatch.org

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